



## DEPARTMENT OF PUBLIC UTILITIES SAFETY POLICY MEMORANDUM

POLICY NUMBER: 23	DATE: April 17, 2002
TITLE: Workplace Violence	APPROVED BY: Martin McIntyre

### REFERENCE

Title 8, California Code of Regulations, Chapter 4, Subchapter 7, Section 3203

Cal-OSHA Model Injury and Illness Prevention Program for Workplace Security, March 1995

Cal-OSHA Guidelines for Workplace Security, August 15, 1994

City of Fresno Model Injury and Illness Prevention Program for Workplace Security.

### PURPOSE

To establish procedures for preventing and mitigating violence in the workplace and for responding to acts of violence once committed.

### POLICY

Violence in the workplace is illegal. All incidents of violence in the workplace (without regard to injury) shall be reported, documented, and investigated immediately.

The Department of Public Utilities policy is unequivocal: **Violence in the workplace, of any sort is unacceptable conduct and will not be tolerated or condoned.** The Department shall take all reasonable steps to prevent violence from occurring and, in order to do so, shall follow all procedures contained in this policy directive. In addition to the legal rights that employees may have, employees have a right to raise complaints of violence in the workplace in accordance with the procedures set forth in this policy. Any offending employee may be subject to disciplinary action, up to and including dismissal.

## WORKPLACE VIOLENCE

Page 2

April 17, 2002

All managers and supervisors are responsible for implementing and maintaining this Program in their work areas and for answering employee questions about the program.

## RESPONSIBILITY

The Security Administrator for the Department. The Security Administrator has the authority and responsibility for implementing the provisions of this program.

## INJURY AND ILLNESS PREVENTION PROGRAM FOR WORKPLACE SECURITY

The Department of Public Utilities Injury and Illness Prevention Program for Workplace Security addresses, when the work unit is deemed to be at risk, the hazards known to be associated with the three major types of workplace violence.

### Type I

Type I workplace violence involves a violent act by an assailant, with no legitimate relationship to the workplace, who enters the workplace to commit a robbery or other criminal act.

### Type II

Type II involves a violent act by a recipient of a service provided by the Department.

### Type III

Type III involves a violent acts by a current/former employee, supervisor, manager, or other person who has some employment-related involvement with the Department, such as an employee's significant other, an employee's relative or friend, or another person who has a dispute with one of our employees.

## HAZARD ASSESSMENT

The Division Manager shall assess risks associated with Types I, II, and III acts of violence for personnel in their Divisions. Assessment criteria are provided in the appendices to this policy.

## WORKPLACE VIOLENCE

Page 3

April 17, 2002

### PREVENTATIVE MEASURES

Division Managers shall identify and implement measures to be taken to prevent the risks identified. Some measures to be considered include:

- Restricting public access to work areas;

- Identifying escape routes;

- Training public contact personnel to identify potentially dangerous people and situations;

- Training employees in how to defuse hostilities;

- Training employees to quickly summon law enforcement personnel; and,

- Developing work practices that minimize angering the public and employees.

### COMMUNICATION AND TRAINING

The risks identified and their preventative measures shall be written in language understandable by all affected employees and shall become a part of the Division's Safety Program. All affected employees in the Division shall be trained in those risks and their preventative measures. Retraining shall be at a frequency to assure employees are familiar with those measures identified to prevent acts of violence in the workplace.

### INCIDENT FOLLOW-UP AND INVESTIGATION

Procedures for supervisors investigating incidents of workplace violence include:

- Reviewing all previous incidents involving violence in the workplace, including threats of violence and verbal abuse;

- Visiting the scene of an incident as soon as possible;

- Interviewing injured and/or threatened employees and witnesses;

- Examining the workplace for security risk factors associated with the incident, including any reports of inappropriate behavior by the perpetrator;

## WORKPLACE VIOLENCE

Page 4

April 17, 2002

Determining the cause of the incident;

Taking corrective action to prevent the incident from recurring; and,

Recording the findings and corrective actions taken.

Incidents which threaten or impair the security of the workplace shall be corrected in a timely manner when they are first observed or discovered. Immediate responses include:

Notification of law enforcement authorities when a criminal act has occurred;

Emergency medical care provided in the event of any violent act; and,

Post-event trauma counseling for those employees desiring such assistance as provided by Human Resources.

## TRAINING AND INSTRUCTION

All employees, including managers and supervisors, shall have training and instruction on general and job-specific workplace security practices. Training and instruction shall be provided as follows:

When the Program for Workplace Security is first established;

To all new employees and all other employees for which training has not previously been provided;

To all supervisors and managers;

To all employees, supervisors and managers given new job assignments for which specific workplace security training for that job assignment has not previously been provided to them; and,

Whenever the employer is made aware of a new or previously unrecognized security hazard.

Workplace security training and instruction includes, but is not limited to, the following:

Explanation of the Program for Workplace Security including measures for reporting any violent acts, threats of violence or verbal abuse;

## WORKPLACE VIOLENCE

Page 5

April 17, 2002

Recognition of workplace security hazards including the risk factors associated with all three types of workplace violence;

Measures to prevent workplace violence, including procedures for reporting workplace security hazards or threats to managers and supervisors;

Ways to diffuse hostile or threatening situations;

Measures to summon others for assistance;

Employee routes of escape; and,

Emergency action and post-emergency procedures.

In addition, specific instructions shall be provided to all employees regarding workplace security unique to their job assignment, to the extent that such information was not already covered in other training.

Type I training and instruction for managers, supervisors and employees shall includes:

Crime awareness;

Location and operation of alarm systems;

Communication procedures; and,

Proper work practices for specific workplace activities or assignments.

Type II training and instruction for managers, supervisors and employees shall includes:

Self protection;

Dealing with angry, hostile and threatening individuals;

Care, use and maintenance of alarm tools and other protective devices;

Location and operation of alarm systems;

## WORKPLACE VIOLENCE

Page 6

April 17, 2002

Determination of when to use the "buddy" system or other assistance from co-workers; and,

Awareness of indicators that lead to violent acts by recipients of service providers.

Type III training and instruction for managers, supervisors and employees include:

Pre-employment screening practices;

Employee Assistance Programs;


Awareness of indicators that lead to violent acts;

Managing with respect and consideration for employee well-being; and,

Review of anti-violence policy and procedures.

## POLICY REVIEW

This policy shall be reviewed on an annual basis by the Security Administrator for effectiveness and appropriate action shall be taken to correct any deficiencies.

 <p>HAZARD ASSESSMENT AND CORRECTION</p>			<p>FREQUENCY:</p> <p><input type="checkbox"/> Daily</p> <p><input type="checkbox"/> Weekly</p> <p><input type="checkbox"/> Monthly</p> <p><input type="checkbox"/> Semi-Annually</p> <p><input type="checkbox"/> : Annual</p>	<p>TITLE:</p> <p>Hazard Assessment - Type I Security Conditions</p>
DEPARTMENT/DIVISION: Public Utilities/				
DATE:			INSPECTED BY:	
ACCEPTABLE			ASSESSMENT CRITERIA	REMARKS
Y	N	NI		
			Inspect the exterior and interior of the workplace for its attractiveness to robbers.	
			Is there a need for security surveillance measures, such as mirrors or cameras?	
			Is there a need to post signs notifying the public that limited cash is kept on the premises? If signs are posted, are they placed in a location visible to all and legible?	
			Are there written procedures for employee response during a robbery or other criminal act?	
			Are there written procedures for reporting suspicious persons or activities?	
			Are emergency telephone numbers for law enforcement, fire and medical services where employees have access to a telephone with an outside line?	

Hazard Assessment - Type I Security Conditions  
CONTINUED

DEPARTMENT/DIVISION: Public Utilities/

ACCEPTABLE			INSPECTION CRITERIA	REMARKS
Y	N	NI		
			Is there a limit placed on the amount of cash on hand?	

POTENTIAL HAZARD CORRECTION MEASURES

Making the workplace unattractive to robbers

Utilizing surveillance measures, such as cameras or mirrors, to provide information as to what is going on outside and inside the workplace.

Procedures for reporting suspicious persons or activities.

Posting of emergency telephone numbers for law enforcement, fire and medical services where employees have access to a telephone with an outside line.


Posting of signs notifying the public that limited cash is kept on the premises.

Limiting the amount of cash on hand.


Employee, supervisor and management training on emergency action procedures.

CORRECTIVE MEASURES TAKEN



 <p>HAZARD ASSESSMENT AND CORRECTION</p>			<p>FREQUENCY:</p> <p>9 Daily</p> <p>9 Weekly</p> <p>9 Monthly</p> <p>9 Semi-Annually</p> <p>: Annual</p>	<p>TITLE:</p> <p>Hazard Assessment - Type II Security Conditions</p>
DEPARTMENT/DIVISION: Public Utilities/				
DATE:			INSPECTED BY:	
ACCEPTABLE			ASSESSMENT CRITERIA	REMARKS
Y	N	NI		
			Is there restricted access to and freedom of movement within the workplace to visitors?	
			Are the workplace security systems adequate? (examples: door locks, security windows, physical barriers, and restraint systems.)	
			What is the frequency and severity of threatening or hostile situations that may lead to violent acts by persons who are service recipients of the Department?	
			Do employees have the skills in handling threatening or hostile service recipients?	
			Are there employee escape routes available?	
			What is the effectiveness of systems to warn others of a security danger or to summon assistance?	

Hazard Assessment - Type II Security Conditions
DEPARTMENT/DIVISION: Public Utilities/
POTENTIAL HAZARD CORRECTION MEASURES
Controlling access to, and freedom of movement within, the workplace consistent with business necessity.
Ensuring the adequacy of workplace security systems, such as door locks, security windows, physical barriers and restraint systems.
Providing employee training in recognizing and handling threatening or hostile situations that may lead to violent acts by persons who are service recipients of the Department.
Placing effective systems to warn others of a security danger or to summon assistance.
Providing procedures for a "buddy" system for specified emergency events.
Ensuring adequate employee escape routes.
CORRECTIVE MEASURES TAKEN

 HAZARD ASSESSMENT AND CORRECTION			FREQUENCY: <input type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Semi-Annually <input type="radio"/> Annual	TITLE:  Hazard Assessment - Type III Security Conditions
DEPARTMENT/DIVISION: Public Utilities/				
DATE:			INSPECTED BY:	
ACCEPTABLE			ASSESSMENT CRITERIA	REMARKS
Y	N	NI		
			How effectively has the anti-violence policy been communicated to employees, supervisors, and managers?	
			What are the employees' perceptions about how management treats its employees?	
			Are employees, supervisors and managers aware of the warning signs of potential workplace violence?	
			Is access to, and freedom of movement within the workplace by non-employees restricted (including recently discharged employees or persons with whom one of our employees is having a dispute)?	
			What is the frequency and severity of employee reports of threats or physical or verbal abuse by managers, supervisors or other employees?	

Hazard Assessment - Type III Security Conditions  
CONTINUED

DEPARTMENT/DIVISION: Public Utilities/

ACCEPTABLE			INSPECTION CRITERIA	REMARKS
Y	N	NI		
			How effective does management handle violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace?	
			How effectively are employee disciplinary and discharge procedures handled?	

POTENTIAL HAZARD CORRECTION MEASURES

Effectively communicating the anti-violence policy to all employees, supervisors or managers.

Improving employees' perceptions about how management treats its employees.

Increasing awareness by employees, supervisors and managers of the warning signs of potential workplace violence.

Controlling access to, and freedom of movement within, the workplace by non-employees, including recently discharged employees or persons with whom one of our employee's is having a dispute.

Providing counseling to employees, supervisors or managers who exhibit behavior that represents strain or pressure which may lead to physical or verbal abuse of co-employees.

Ensuring that all reports of violent acts, threats of physical violence, verbal abuse, property damage or other signs of strain or pressure in the workplace are handled effectively by management and that the person making the report is not subject to retaliation by the person making the threat.

Ensuring that employee disciplinary and discharge procedures address the potential for workplace violence.

Hazard Assessment - Type III Security Conditions CONTINUED
---

DEPARTMENT/DIVISION: Public Utilities/
--

CORRECTIVE MEASURES TAKEN
---------------------------

--